

SHARED SERVICES UPDATE – September 2013 SUNY COBLESKILL and SUNY DELHI

Efficiencies

Academics

- SUNY Cobleskill and SUNY Delhi are in conversations regarding common academic programs - how to better serve students through online courses, shared faculty, shared programs. A dialogue with SUNY Morrisville has begun as well.
- The library is working closely with other SUNY librarians & SUNY central to create *shared record cataloging*. The Shared Cataloging & Authorities Task Force has been assembled and given themselves a 6 month deadline to complete the mechanisms for streamlining the cataloging process. The outcome is to enhance the cataloging process by eliminating the duplication of cataloging services at each SUNY. As more librarians retire, this service will be a nice supplement to fill the gap.
- Cobleskill and Delhi shared a Culinary Arts instructor for the 2012-2013 academic year.
- Cobleskill drafted articulation agreements for the Business and Financial Services majors. Delhi expects to do the same in Accounting/Information Systems Auditing and in Veterinary Science Technology/Animal Science;
- Exchanged the list of available online courses from each campus with the goal of providing a uniform list of available courses in fall 2013.
- Identified strategies for cross promotion of the unique programs of each campus.
- Explored opportunities for sharing in the area of international education.
- Fish from Cobleskill's aquaculture program used in Delhi's Culinary Arts program.
- Cobleskill's Director of Grants and Sponsored Programs is training and mentoring Delhi's new grantwriter.

Student Affairs

- Cobleskill partnered with both Delhi and Oneonta in a combined Request for Proposal (RFP) for "Medicat," an electronic medical records systems for campus health and wellness centers.
- Consulting services – EOP, financial aid, townhouse development, student activities, auxiliary services, community service
- Delhi's O'Connor Center for Community Engagement, SUNY Cobleskill and SUNY Oneonta collaborated on the Annual Conference on Volunteerism and Social Responsibility for students from the three area colleges held at SUNY Oneonta on Nov. 3, 2012.
- Collaborating on internship and student employment programs

Administration

- Shared leadership in enrollment management provided by the Assistant VP for Enrollment Services has the potential to increase each campuses recruitment efforts, with admissions counselors representing both colleges.
- Controllers from both Cobleskill and Delhi met with Business Office staff at Oneonta to begin conversations on how the three campuses could proceed in the finance areas with SUNY's regional administrative center concept. The team believes there are opportunities and will continue to work together.
- SUCF provided Cobleskill and Delhi with the same program manager, increasing efficiencies and communication.
- SUNY Counsel's office assigned Dr. Penelope Ploughman to both Cobleskill and Delhi, providing quality, consistent legal services and advice.

- Created shared webmaster position which allowed the hiring of a webmaster with higher skill set at reduced cost to both campuses.
- Drawing upon campus experts to enhance search committees on both campuses. Examples include searches for Director of Marketing and Communications, Environmental Health and Safety Officer, and Locksmith.
- Piloting joint accounts payable initiative
- Supporting new procurement staff at Delhi by Cobleskill
- Participating in joint legal training
- Media relations activities continued seamlessly following the sudden resignation of Cobleskill's Director of Marketing and Communications, thanks to shared services assistance.
- SUNY Cobleskill Registrar collaborating to improve timely submissions for SUNY Delhi SIRIS submissions
- Campuses have shared inventory of vehicles, tools, and equipment which will be made available in both emergency and routine situations, where practical.
- Cobleskill is assisting Delhi with learning the SUNY property control system.
- Cobleskill student accounts staff assisted Delhi in training a new URAS (Uniform Revenue Accounting System) accountant. Cobleskill has access to Delhi's Banner student database to continue assisting with training and best practices, as well as help with specific issues and problems.
- Delhi is assisting Cobleskill with implementing New Media strategies.
- Multiple strategies to improve internal communication and increase transparency have been introduced at Cobleskill. Examples include daily e-newsletter for faculty and staff, forums/coffees with Officer-in-Charge, online posting of Cabinet meeting minutes and College Council minutes, and recognition receptions at college president's house, new employee welcome dinner at president's house.
- Cobleskill HR is providing expertise to Delhi on international student employment.
- Delhi HR is providing expertise to Cobleskill on civil service systems and procedures
- Cobleskill HR developed a new workplace violence prevention program that was customized and implemented at both campuses.
- A presentation on Ethics and NYS Public Officers Law was jointly developed and used to train faculty and staff on both campuses.
- VP Bonnie Martin is representing both campuses on the System Efficiencies and Automation Team and on the advisory board for the SUNY CPD.
- Capital construction staff from Delhi are providing building permits and performing codes work at Delhi. Savings to Cobleskill versus OGS pricing for this service are estimated at \$200,000.
- Cobleskill and Delhi are sharing a personnel associate and a director of employee relations beginning September 9. This will facilitate efficiencies and sharing within human resources, affirmative action and payroll.

Best practices

Academics

- Cobleskill and Delhi are collaborating on a study abroad program in South Africa that will open opportunities to students in veterinary science, fisheries and aquaculture and wildlife management. This activity may lead to curricular innovation.
- Cobleskill's Director of Institutional Effectiveness worked with the faculty assessment coordinator at SUNY Delhi to provide suggestions and templates that they may use in their processes.
- Delhi faculty and staff were invited to SUNY Cobleskill's second annual mini-conference to kick off the new academic year in August 2012. Two Delhi faculty members contributed by presenting workshops at that conference.

- Cobleskill faculty and staff attended Delhi's semi-annual professional development workshop series.
- Cobleskill's Professional and Continuing Education Office (PACE) is discussing with SUNY Delhi and a number of community colleges regarding new initiatives with degree completions and articulations.
- PACE started its first degree completion at Jefferson Community College this semester which includes becoming a partner in their Higher Education Center and enrolling students in courses at both institutions.
- PACE continues to work with Rockland Community College to improve its partnership by designing a cohort based model for degree completions which will start next fall.
- PACE is developing a formal partnership agreement with FMCC including the sharing of courses and services.

Student Affairs

- Delhi's Learning Center Director served as a consultant to Cobleskill on EOP services.
- EOP : The CDEOPA (Cobleskill/Delhi EOP Alliance) has continued discussions regarding:
 - Joint Newsletter
 - Joint Summer Study Skills Program/Retreat
 - XAE- Chi Alpha Epsilon (Opportunity Programs' National Academic Honor Society) Student Leadership Development
 - Co-Host Regional Meetings – Cobleskill, Delhi, Oneonta, Albany
 - Winter session Staff Development Retreat for Delhi and Cobleskill

Administration

- Shared Banner best practices including advancement training and Degreeworks
- Centralized web content management training and internal communication
- HR best practices shared between the campuses.
- The budget process from SUNY Delhi is being modeled by SUNY Cobleskill and is in keeping with the Middle States standards and shared governance structure.
- Training on use of the Banner Advancement modular has been successful at Cobleskill and training has been shared with Delhi's advancement staff.
- SUNY Cobleskill's board development model for both its Foundation and Alumni Association has been implemented at Delhi to strengthen its Alumni Advisory Council.
- Cobleskill and SUNY Delhi are sharing best practices to enhance funding for their respective campus Annual Funds.
- Cobleskill adopted Delhi's model for new employee orientation.
- Identified and hired government relations specialist for Cobleskill with expertise in alternative energy to increase support for Center for Environmental Science and Technology.
- Initiated visual identity program and guidelines for Cobleskill.
- SUNY Delhi staff will travel to SUNY Oneonta to learn from their Extender implementation and best practices to move the Delhi enrollment service operations into a paperless environment
- Techniques used at Cobleskill for data mining and analysis to assist for targeted enrollment planning are being implemented at Delhi
- IT staff are now at the table for all capital planning and project job meetings (best practice from Delhi), facilitating coordination and better results.
- Monthly senior staff meetings (best practice from Delhi) are held with the VP for Operations and staff (Facilities, IT, HR).
- Role-alike staff from IT, Facilities and HR on both campuses have met to share best practices.

- Cobleskill has adopted Delhi's practice of planned replacement of fleet vehicles.
- Delhi process for annual Chancellor's Award nomination process adopted by Cobleskill.
- Best practices for emergency planning and operations shared by both campuses.
- Delhi learned from Cobleskill's emergency planning protocols in preparation for Hurricane Sandy and will implement improved planning procedures.
- Cobleskill beautification committee is mirroring Delhi's best practices by bring together faculty, staff and students to carry out small, high impact projects to improve campus appearance.
- The new Delhi Environmental Health and Safety Officer is learning from his counterpart at Cobleskill.
- An in-house capital crew (best practice from Delhi) was created at Cobleskill to do small capital projects on campus – allows for greater responsiveness and saves money.
- Cobleskill's IR director consulted with Delhi on institutional research data and assessment software.

Savings and Reinvestments

- Five shared cabinet members are generating over \$159,000 in savings to the
- Shared Veterans Services position to serve the nearly 100 veterans on the two campuses creating over \$43,000 in salary savings over the previous model.
- A new shared IR position is saving the campuses almost \$40,000 over the previous model.
- Delhi and Cobleskill shared cabinet members are utilizing their Delhi clerical/secretarial support saving about \$36,000 in salaries by not having to add staff.
- Savings achieved through both campuses using Interview Exchange and receiving a "shared services discount" of about \$1200 per campus.
- Cobleskill assumed majority of Delhi's printing services, reducing Delhi's print services costs by about \$27,000 and increasing revenue for Cobleskill by \$9,000. Both Delhi and Cobleskill are also utilizing print services at SUNY Oneonta.
- Exploring the potential to reduce copier and paper costs through joint purchases.
- Delhi's capital construction staff are issuing building permits for work at Cobleskill, providing timely service and saving Cobleskill about \$200,000 annually vs. OGS pricing.
- Cobleskill's EHS Officer provided blood borne pathogens training for Delhi's custodial and residence life staff while Delhi was without an EHS Officer.
- Cobleskill is utilizing Delhi's procedures and contract with HireRight to perform criminal background checks for new employees, saving Cobleskill approximately \$3000 annually.
- Delhi will begin to host MOODLE (learning management system) for Cobleskill beginning in January.
- Cobleskill and Delhi are sharing an IT Procurement Specialist. This will help generate savings and enhance efficiencies by standardizing equipment and software purchases.
- Cobleskill will be sharing an internet connection with Delhi which will allow each campus to more than double currently available bandwidth and will save each campus money as well. Costs for each campus will be reduced from \$425/year/MB to \$120/year/MB.
- A joint ISP buy will facilitate potential data center reciprocities including network management, disaster recovery, business continuity capacity, VoIP, video conferencing and VDI.
- The two campuses are saving \$2500 by sharing an ad with the NYS School Counselor's Association.